CIP 11.0430
Preparation Guide for Exam 70-272
Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System
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Audience Profile
Candidates for this exam support end users who run Microsoft Windows XP Professional in a corporate environment or Microsoft Windows XP Home Edition in a home environment. They should have experience using applications that are included with the operating system, such as Microsoft Internet Explorer and Microsoft Outlook Express, as well as the productivity applications used in a corporate environment, such as Microsoft Office applications.

Candidates should be able to resolve operating system issues by telephone, by connecting to an end user's system remotely, or by visiting an end user's desktop. They should have a working knowledge of operating in a workgroup or Active Directory domain environment and how end users are affected by each environment.
This exam, when combined with 70-271 (the operating system exam for desktop support technicians), should validate that a candidate can successfully answer, or escalate, all calls from end users.

Skills Being Measured
This certification exam measures your ability to resolve end-user incident requests by configuring and troubleshooting the Microsoft Windows XP operating system. Before taking the exam, you should be proficient in the job skills listed in the following matrix. The matrix shows which Official Microsoft Learning Products may help you reach competency in the skills being tested in the exam.

01 Configuring and Troubleshooting Applications
    0101 Configure and troubleshoot Office applications.

- Answer end-user questions related to configuring Office applications.
- Set application compatibility settings.
- Troubleshoot application installation problems.
- Configure and troubleshoot e-mail account settings.

    0102 Configure and troubleshoot Internet Explorer.Configure and troubleshoot Outlook Express.

- Answer end-user questions related to configuring Outlook Express.
- Configure and troubleshoot newsreader account settings.
- Configure and troubleshoot e-mail account settings.

    0103 Configure the operating system to support applications.

- Answer end-user questions related to configuring the operating system to support an application.
- Configure and troubleshoot file system access and file permission problems on multiboot computers.
- Configure access to applications on multiuser computers.
- Configure and troubleshoot application access on a multiple user client computer.

02 Resolving Issues Related to Usability
    0201 Resolve issues related to Office application support features. Tasks include configuring Office applications and interpreting error messages.
    0202 Resolve issues related to Internet Explorer support features. Tasks include configuring Internet Explorer and interpreting error messages.

0203 Resolve issues related to Outlook Express features. Tasks include configuring Outlook Express and interpreting error messages.

0204 Resolve issues related to operating system features. Tasks include configuring operating system features and interpreting error messages.

03 Resolving Issues Related to Application Customization

0301 Resolve issues related to customizing an Office application.

- Answer end-user questions related to customizing Office applications.
- Customize toolbars.
- Configure proofing tools.
- Manage Outlook data, including configuring, importing, and exporting data, and repairing corrupted data.
- Personalize Office features.

0302 Resolve issues related to customizing Internet Explorer.

0303 Resolve issues related to customizing Outlook Express.

0304 Resolve issues related to customizing the operating system to support applications.

- Answer end-user questions related to customizing the operating system to support an application.
- Customize the Start menu and taskbar.
- Customize regional settings.
- Customize fonts.
- Customize folder settings.

04 Configuring and Troubleshooting Connectivity for Applications

0401 Identify and troubleshoot name resolution problems. Indications of such problems include application errors.

0402 Identify and troubleshoot network adapter configuration problems. Indications of such problems include application errors.

0403 Identify and troubleshoot LAN and Routing and Remote Access configuration problems. Indications of such problems include application errors.

0404 Identify and troubleshoot network connectivity problems caused by the firewall configuration. Indications of such problems include application errors.

0405 Identify and troubleshoot problems with locally attached devices. Indications of such problems include application errors.

05 Configuring Application Security

0501 Identify and troubleshoot problems related to security permissions.

- Answer end-user questions related to application security settings.
- Troubleshoot access to local resources.
- Troubleshoot access to network resources.
- Troubleshoot insufficient user permissions and rights.

0502 Identify and respond to security incidents.

- Answer end-user questions related to security incidents.
- Identify a virus attack.
- Apply critical updates.

0503 Manage application security settings.

Note: This preparation guide is subject to change at any time without prior notice and at Microsoft's sole discretion. Microsoft exams might include adaptive testing technology and simulation items. Microsoft does not identify the format in which exams are presented. Please use the exam objectives listed in this

preparation guide to prepare for the exam, regardless of its format. Learn more, and download samples, on the Testing Innovations page.

Credit Toward Certification
When you pass the Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System exam, you achieve Microsoft Certified Professional (MCP) status. You also earn:
Core credit toward Microsoft Certified Desktop Support Technician (MCDST) on Microsoft Windows XP certification

Preparation Tools and Resources
We make a wealth of preparation tools and resources available to you, including courses, books, practice tests, and Microsoft Web sites. When you are ready to prepare for this exam, here's where you should start.

Instructor-led Course for This Exam
Course 2261: Supporting Users Running the Microsoft Windows XP Operating System
Course 2262: Supporting Users Running Applications on a Microsoft Windows XP Operating System

Microsoft Press Self-Paced Training
MCDST Self Paced Training Kit: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System (Exam 70-272)

Microsoft Certified Practice Tests
MeasureUp: Visit the MeasureUp Web site to take a practice test.
Self Test Software: Visit the Self Test Software Web site to take a practice test.

Microsoft Online Resources
TechNet: Designed for IT professionals, this site includes How-tos, best practices, downloads, technical chats, and much more.

Training & Certification Newsgroups: A newsgroup exists for every Microsoft certification. By participating in the ongoing dialogue, you take advantage of a unique opportunity to exchange ideas with and ask questions of others, including more than 750 Microsoft Most Valuable Professionals (MVPs) worldwide.